

I can't start Microsoft Outlook 2010 or 2013 or receive the error "Cannot start Microsoft Office Outlook. Cannot open the Outlook Window"

If you are having trouble starting Outlook 2010 or Outlook 2013, or have received the error "Cannot start Microsoft Outlook. Cannot open the Outlook window", the user interface may be failing to completely launch. You can use the steps below to find and correct the Outlook start error.

Start Outlook in Safe mode. Sometimes add-ins can conflict with Outlook. Starting Outlook 2010 or 2013 in safe mode, which launches Outlook without add-ins loaded, can tell you if this is the problem:

1. Start Outlook in safe mode. To do this:
For Windows 7, click **Start**
For Windows 8 or Windows 8.1, hold the Windows key and press X, then choose **Run** in the popup menu.
2. Type **Outlook /safe** in the Run dialog box.

If Outlook launches in safe mode:

3. Click **File**, then click **Options**, and then click **Add-Ins**.
4. Select **COM Add-ins**, and then click **Go**.
5. Click to clear all the check boxes in the list, and then click **OK**.
6. Restart Outlook, but not in safe mode.

If Outlook starts and the error does not appear, this indicates a conflict with an add-in. Begin adding the add-ins one at a time, restarting with each add-in that is enabled. This will allow you to figure out which add-in is causing the issue.

If starting Outlook in safe mode did not resolve the problem, continue to the next section.

Create a new user profile in Outlook. Your Outlook start up issue may be resolved by creating a new profile, then setting Outlook to use this profile on start up. To do this:

1. Open Control Panel.
For Windows 7, click the **Start** button, click **Control Panel**, click **Programs**, and then click **User Accounts**.
For Windows 8 or Windows 8.1, type **Control Panel** while on the **Start** screen.
2. Click the **Mail** icon.
3. Click **Show Profiles**.
4. Click **Add**.
5. In the **Profile Name** box, type a new name for the profile.
6. Click **OK**

7. Your account should auto setup if you are joined to the STB domain, and then click **Next**.
8. In the **Add Account** dialog, click **Finish**.
9. Under **Always use this profile**; select the profile name that you used in step 5.
10. Click **OK**.

Try restarting Outlook. If creating a new user profile did not resolve the issue, continue to the next section.

Run the /resetnavpane command

Before beginning, close Outlook and any other Office applications.

1. Launch the **Run** dialog box.
For Windows 7, click **Start**.
For Windows 8 or 8.1, hold the Windows key and press **X**, then choose **Run** in the popup menu.
2. Type Outlook.exe /resetnavpane, then click **OK** or press **Enter**.

Note There is a space between “Outlook.exe” and “/resetnavpane”.

If this step did not solve the Outlook start issue, continue to the next section.

Repair your Outlook Data files.

When you install Outlook, an Inbox repair tool (**scanpst.exe**) is also installed on your PC. The Inbox repair tool can resolve issues by scanning your Outlook data files, and repairing errors.

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ⁱ Source: Office.com